



David J. Johnson
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 Service Engineering Operations
 Ford Customer Service Division

Ford Motor Company
 P. O. Box 1904
 Dearborn, Michigan 48121

December 8, 2020

TO: All U.S. Ford and Lincoln Dealers

SUBJECT: **Customer Satisfaction Program 20N11**
 Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
 Roof Rail Cover Detachment

REF: **Technical Service Bulletins 19-2364 and 20-2154**
 2016-2019 Explorer – Roof Rail Covers Loose

PROGRAM TERMS

This program provides a one-time repair for the roof rail covers and retaining clips to 10 years of service or 150,000 miles from the warranty start date of the vehicle, whichever occurs first. This is a one-time repair program. Both roof rail covers should be serviced at time of repair. If a vehicle has already exceeded either the time or mileage limits, this extended warranty coverage will last through June 30, 2021. Coverage is automatically transferred to subsequent owners.

VEHICLES COVERED BY THIS PROGRAM

Vehicle	Model Year	Assembly Plant	Build Dates
Explorer	2016-2019	Chicago	September 19, 2014 through March 3, 2019

Affected vehicles are identified in OASIS.

REASON FOR PROVIDING EXTENDED WARRANTY COVERAGE

On some of the affected vehicles, the roof rail covers can become loose, which can lead to a visible gap between the cover and roof rail base assembly, rattling, and potential detachment.

SERVICE ACTION

If an affected vehicle exhibits this condition, dealers are to replace any broken roof rail clips and loose or damaged roof rail covers. Dealers are to secure roof rail covers with two-part epoxy as described in the technical instructions. This service must be performed at no charge to the vehicle owner.

NOTE: Both roof rail covers should be serviced at time of repair.

OWNER NOTIFICATION MAILING SCHEDULE

Owner Letters are expected to be mailed the week of January 11, 2021. Dealers should repair any affected vehicles that experience roof rail cover detachment, whether or not the customer has received a letter.

ATTACHMENTS

- Attachment I: Administrative Information
- Attachment II: Labor Allowances and Parts Ordering Information
- Attachment III: Technical Information
- Owner Notification Letters

QUESTIONS & ASSISTANCE

For questions and assistance, contact the Special Service Support Center (SSSC) via the SSSC Web Contact Site. The SSSC Web Contact Site can be accessed through the Professional Technician Society (PTS) website using the SSSC link listed at the bottom of the OASIS VIN report screen or listed under the SSSC tab.

Sincerely,

A handwritten signature in cursive script that reads "D. Johnson".

David J. Johnson

Customer Satisfaction Program 20N11

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OASIS ACTIVATION

OASIS will be activated on December 8, 2020.

FSA VIN LISTS ACTIVATION

FSA VIN Lists will not be activated for this service action.

SOLD VEHICLES

- Only owners with affected vehicles that exhibit the covered condition will be directed to dealers for repairs.
- Dealers are to prioritize repairs of customer vehicles over repairs of new and used vehicle inventory.

STOCK VEHICLES

- Do not perform this program unless the affected vehicle exhibits the covered condition.

TITLE BRANDED / SALVAGED VEHICLES

Vehicles with cancelled warranties are not eligible for this service action.

OWNER REFUNDS

- Ford Motor Company is offering a refund for owner-paid repairs covered by this program if the repair was performed before the date of the Owner Notification Letter. This refund offer expires June 30, 2021.
- Dealers are also pre-approved to refund owner-paid emergency repairs that were performed away from an authorized servicing dealer after the date of the Owner Notification Letter. Non-covered repairs, or those judged by Ford to be excessive, will not be reimbursed.
- Refunds will only be provided for the cost associated with roof rail cover or retaining clip replacement.

RENTAL VEHICLES

The use of rental vehicles is not approved for this program.

Part shortages do not qualify for rental vehicles with this program.

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ADDITIONAL REPAIR (LABOR TIME AND/OR PARTS)

Additional repairs identified as necessary to complete the FSA should be managed as follows:

- For related damage and access time requirements, refer to the Warranty and Policy Manual – Section 6 – Ford & Lincoln Program Policies / General Information & Special Circumstances for FSA's / Related Damage.
- For vehicles within new vehicle bumper-to-bumper warranty coverage, no SSSC approval is required, although related damage must be on a separate repair line with the Related Damage radio button checked.
 - Ford vehicles – 3 years or 36,000 miles
- For vehicles outside new vehicle bumper-to-bumper warranty coverage, submit an Approval Request to the SSSC Web Contact Site prior to completing the repair.

CLAIMS PREPARATION AND SUBMISSION

- **Claim Entry:** Enter claims using Dealer Management System (DMS) or One Warranty Solution (OWS) online.

Description When Entering Claims	Enter Value:	
Select claim type 31	Field Service Action	
Sub Code	20N11	
Causal Part Number	78551A46	
Customer Concern Code (CCC)	B63 – Exterior Trim / Molding Troubles – Loose/Missing	
Condition Code (CC)	33 – Loose Part	QTY: 0

- For additional claims preparation and submission information, refer to the Recall and Customer Satisfaction Program (CSP) Repairs in the OWS User Guide.
- **Related Damage/Additional labor and/or parts:** Must be claimed as Related Damage on a separate repair line from the FSA with same claim type and sub code as described in Claim Entry above.

IMPORTANT: Click the Related Damage Indicator radio button.
- **Refunds:** Submit refunds on a separate repair line.
 - Program Code: 20N11 - Misc. Expense: ADMIN
 - Misc. Expense: REFUND - Misc. Expense: 0.2 Hrs.
 - Multiple refunds should be submitted on one repair line and the invoice details for each repair should be detailed in the comments section of the claim.
- Provision for Misc. Expense: 3M™ Semi-Rigid Plastic Repair Adhesive 34240, 3M™ Mixing nozzles, and masking tape as needed.
 - Program Code: 20N11
 - Misc. Expense: OTHER
 - Amount: Actual cost up to \$32.00

Customer Satisfaction Program 20N11

Certain 2016 - 2019 Model Year Explorer Vehicles equipped with a Roof Rail
Roof Rail Cover Detachment

LABOR ALLOWANCES

Description	Labor Operation	Labor Time
Remove both roof rail covers, clean and prep both surfaces, replace retaining clips as required, apply epoxy. Replace roof rail covers as necessary following program technical instructions.	20N11B	0.7 Hours
<p><u>TSB 19-2364 or 20-2154 previously completed:</u> Remove both roof rail covers, remove RTV or epoxy and clean and prep both surfaces, replace retaining clips as required, apply epoxy.</p> <p>Replace roof rail covers as necessary following program technical instructions.</p> <ul style="list-style-type: none"> • <u>SSSC approval code is required to claim this labor operation code:</u> <ul style="list-style-type: none"> ○ Must include previous OWS claim number of TSB repair to claim this labor operation code in SSSC approval request. ○ If customer paid for repair, previous repair order or customer receipts must be attached to approval request. 	20N11C	1.2 Hours

PARTS REQUIREMENTS / ORDERING INFORMATION**SSSC Web Contact Site:**

Roof rail covers and retaining clips are not available to repair all vehicles, which require replacement.

NOTE: Both roof rail covers should be serviced at time of repair (meaning any of the following scenarios:

- **both rail covers require epoxy; no parts replaced.**
- **one rail cover might be replaced; the other side may only need epoxy**
- **or both rail covers may require replacement**
- **retaining clips replaced only if broken or missing**

To place an order for the roof rail covers and/or retaining clips, submit a VIN-specific Part Order contact via the SSSC Web Contact Site:

1. Attach photos of loose, warped, damaged, or missing roof rail covers to the part order.
 - a. One photo is required for each side that requires replacement
 - b. Two photos – one of LH and RH are required if both roof rails are being replaced
2. Attach photos of broken or missing retaining clips to the part order.
3. Attach a photo of vehicle mileage.

Customer Satisfaction Program 20N11
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Part Number	Description	Order Quantity
-78551A46-	RH Roof Rail Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed
-78551A47-	LH Roof Rail Cover (part number varies by vehicle – use Ford ECat to identify the specific part number by VIN)	As Needed
FB5Z-7851050-A	Retaining Clips (1 per package, 7 each side, 14 possible)	As Needed up to 14 (if broken or missing)

Dealers will be notified via a DOES II communication if circumstances warrant a change in part supply strategy and when open ordering resumes.

Obtain the parts below locally:

Part Number	Description	Quantity Needed
Obtain Locally	3M™ Semi-Rigid Plastic Repair Adhesive 34240 (can be purchased in various sizes)	As Needed Claim as Misc. Other
Obtain Locally	3M™ Mixing Nozzles: 38191 For A 12 Pack, 38193 For A 50 Pack or equivalent	As Needed Claim as Misc. Other
Obtain Locally	Masking Tape	As Needed Claim as Misc. Other

Less than 5% of the affected vehicle population is expected to require roof rail cover replacement.

DEALER PRICE

For latest prices, refer to DOES II.

PARTS RETENTION AND RETURN

Follow the provisions of the Warranty and Policy Manual, Section 1 - WARRANTY PARTS RETENTION AND RETURN POLICIES.

EXCESS STOCK RETURN

Excess stock returned for credit must have been purchased from Ford Customer Service Division in accordance with Policy Procedure Bulletin 4000.

CERTAIN 2016-2019 MODEL YEAR EXPLORER VEHICLES — ROOF RACK REPAIR

SERVICE PROCEDURE

NOTE: Perform this repair on both sides of the vehicle.

1. Inspect for roof rail covers that are missing, broken and or show signs of warping. See Figure 1. Are either one or both of the roof rack covers missing, broken and or show signs of warping?

If **YES** - Take a photo of the roof rail cover on the vehicle, remove and discard the roof rail cover as a *new* one will be installed. Proceed to Step 4.

If **NO** - Proceed to Step 2.



FIGURE 1



- Using your hands and starting at the rear of the vehicle, disengage the retainer clips by pushing with the palms of your hands and pulling with your finger tips. Work your way down towards the front of the vehicle, slide the roof rail cover rearward and remove the roof rail cover. See Figure 2.

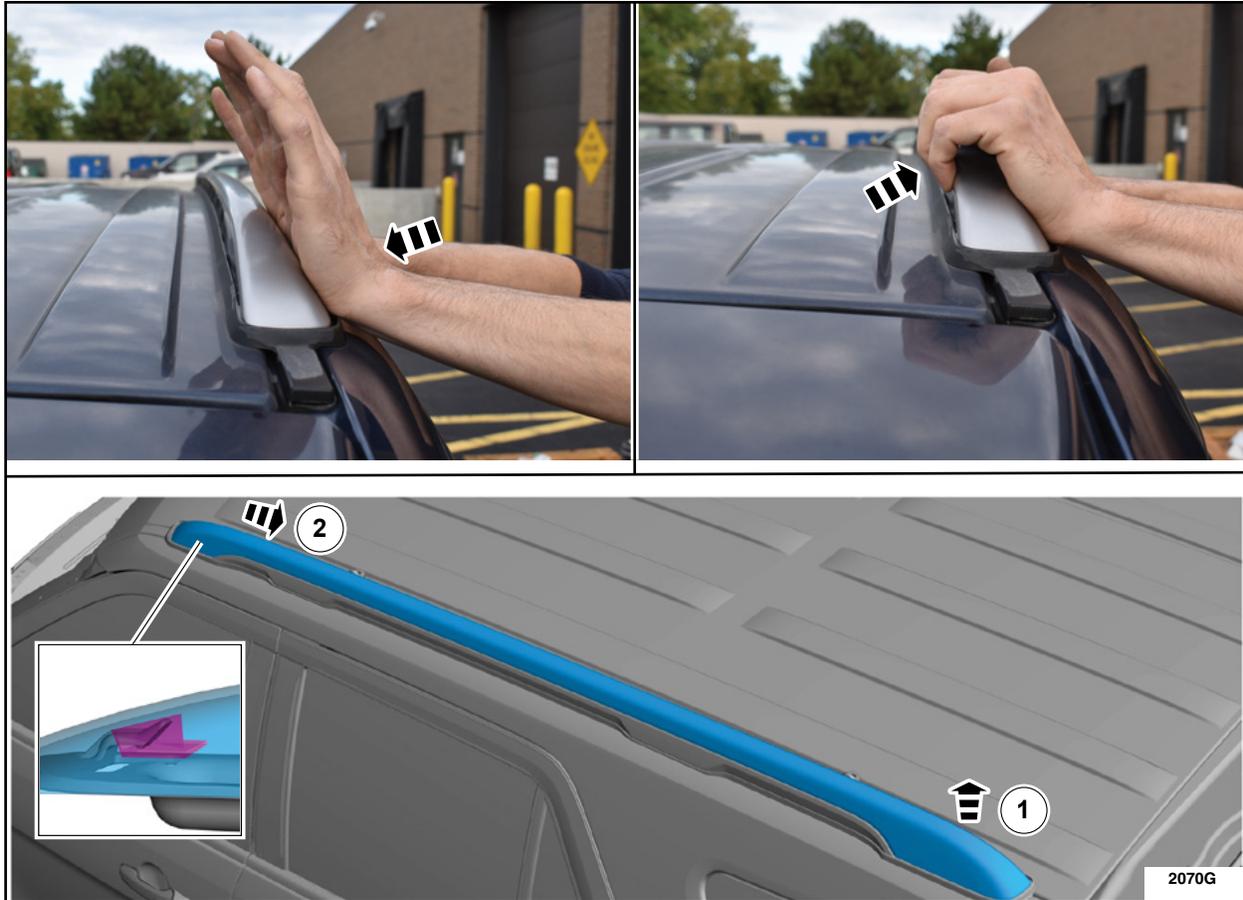


FIGURE 2



NOTE: The tangs on the retaining tower can be broken and do not qualify as a broken retaining tower.

3. Inspect the roof rail cover retaining towers and front tab. Are any of the seven retaining towers or front tab missing and or broken? See Figure 3.

If **YES** - Take a photo of the broken retaining towers, discard the roof rail cover and replace with a *new* one. Proceed to Step 4.

If **NO** - Proceed to Step 4.

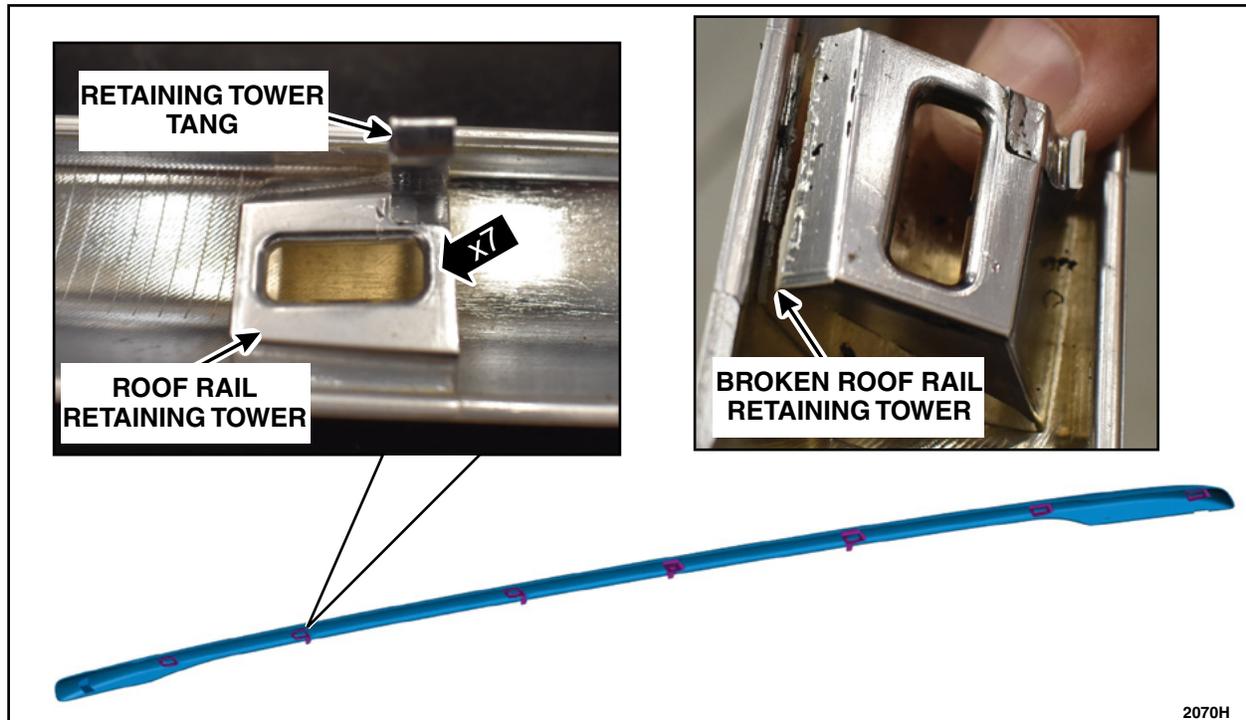


FIGURE 3



4. If Technical Service bulletin (TSB) 19-2364 or 20-2154 was performed, evidence of RTV or epoxy will be seen on the roof rack cover and or roof rail contact patch. Inspect the roof rack cover retaining tower and roof rail contact patch for signs of RTV or epoxy adhesive. See Figure 4. Was evidence of RTV or epoxy found?

If **YES** - Proceed to Step 5.

If **NO** - Proceed to Step 6.

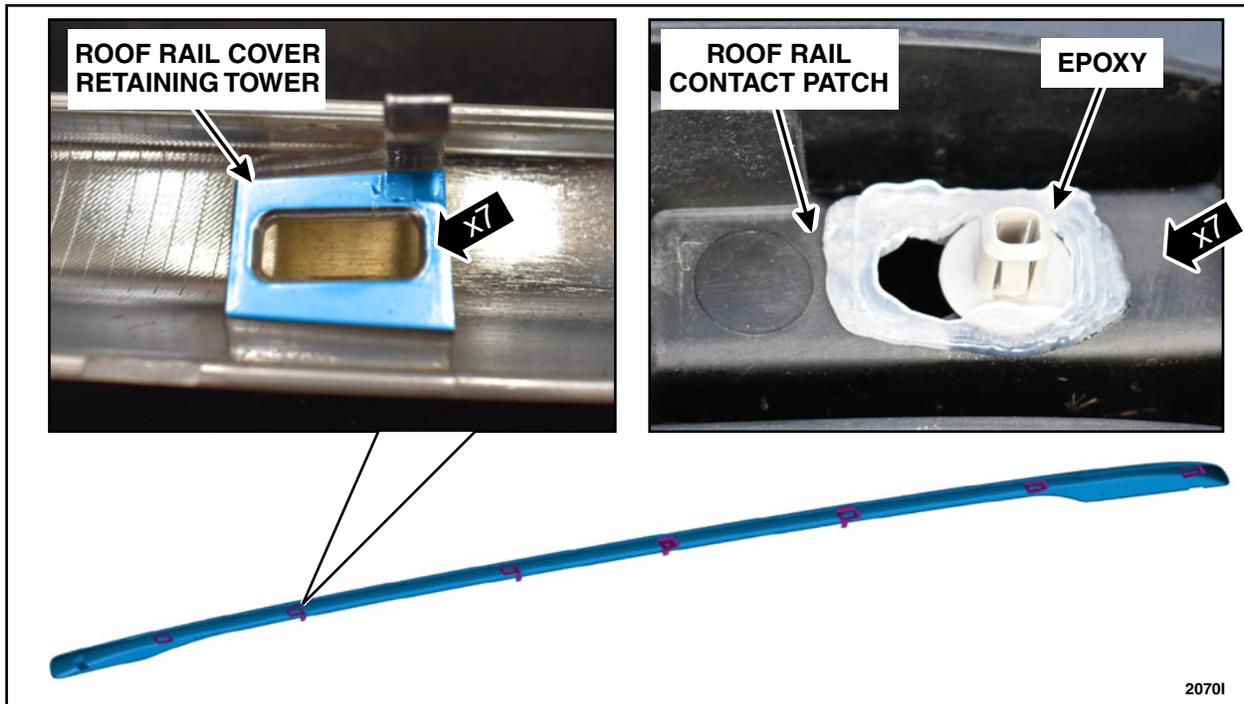


FIGURE 4



5. Remove any adhesive on the roof rail cover retaining tower and roof rail contact pads. See Figure 5.

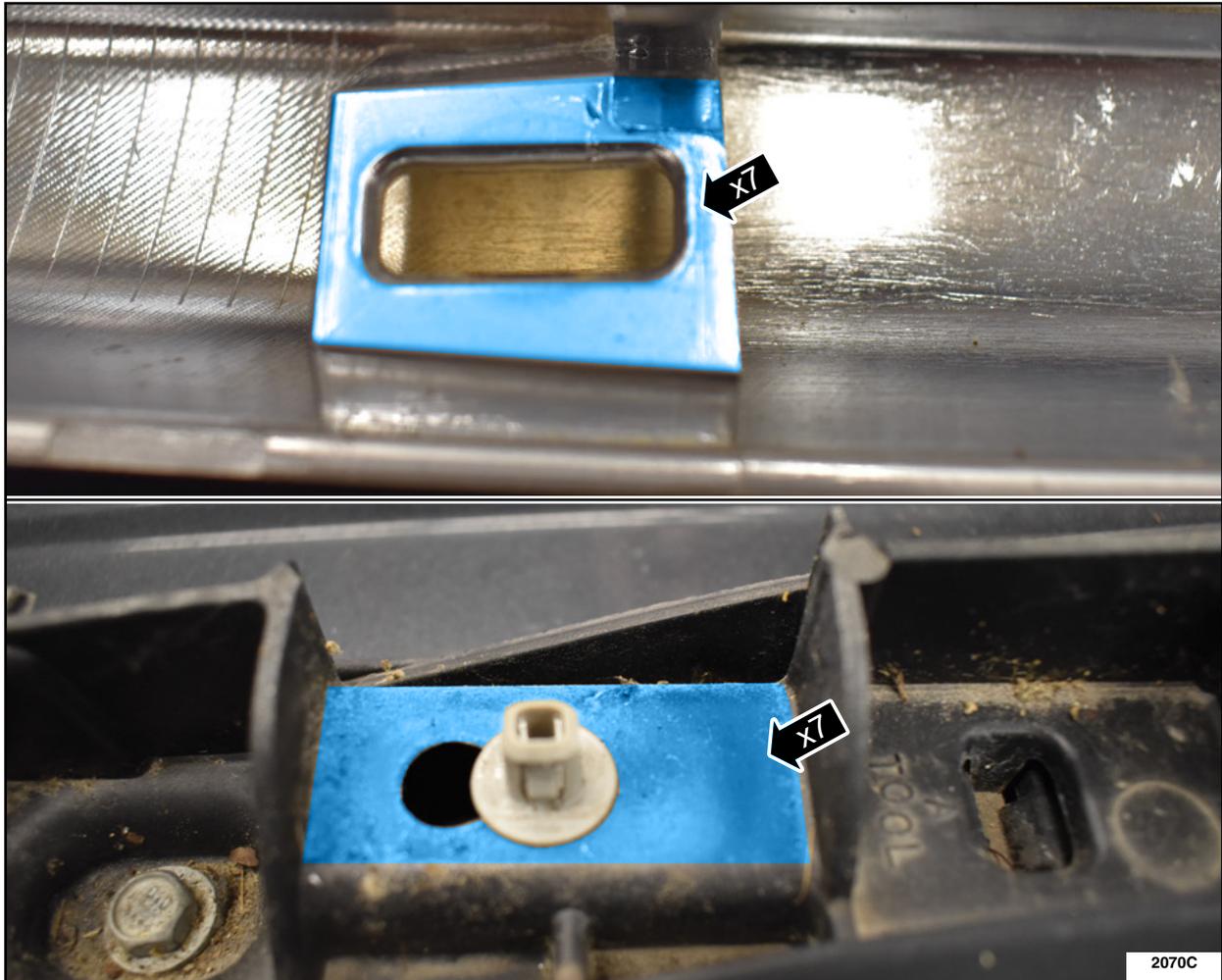


FIGURE 5



6. Replace any missing or broken roof rail retaining clips. See Figure 6.

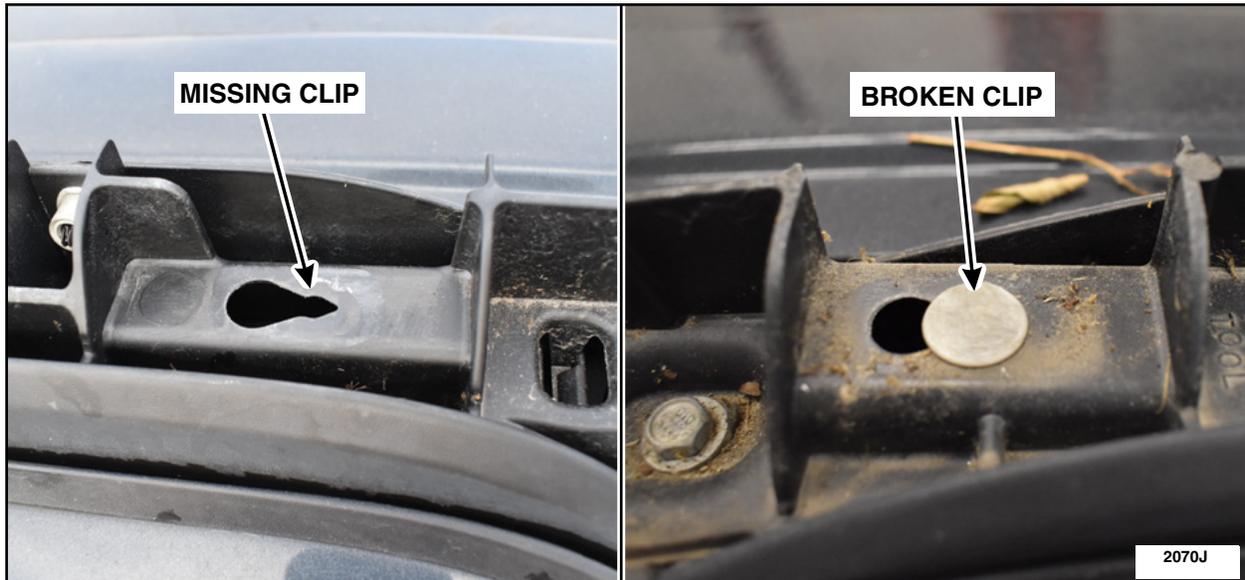


FIGURE 6

7. Scuff the surfaces of the roof rail cover retaining tower and the roof rail contact patch with 60 grit sand paper or coarser, then clean with alcohol. See Figure 7.

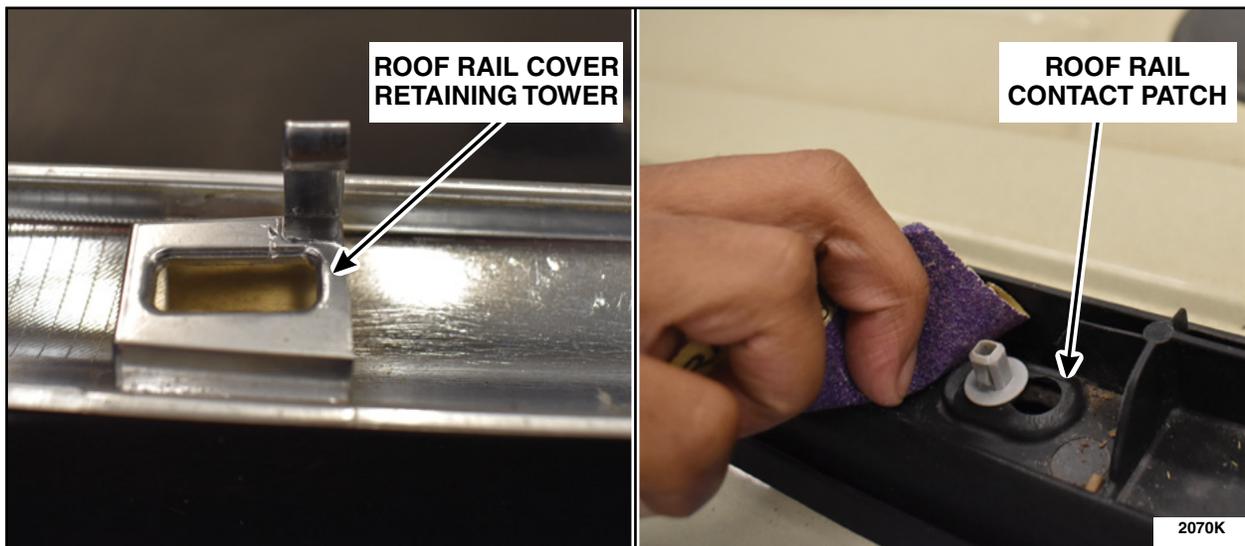


FIGURE 7



8. Without proper abrasion the adhesive will not hold. See Figure 8. Has proper abrasion been achieved?

If **PASS**, proceed to Step 9.

If **FAIL**, requires more scuffing, go back to Step 7.

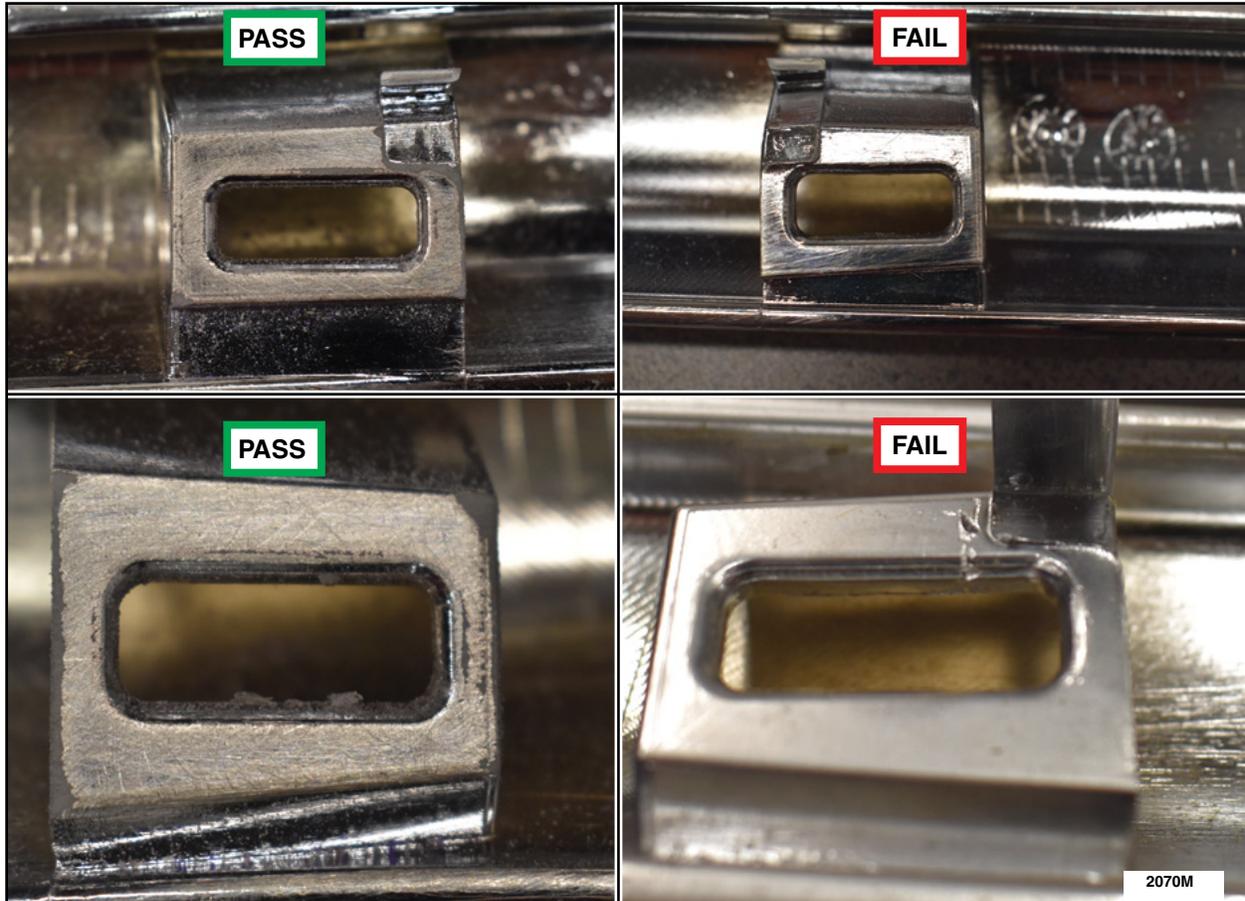


FIGURE 8



9. Place a towel and a rag on the roof of the vehicle. Place the roof rail cover on the towel. See Figure 9.

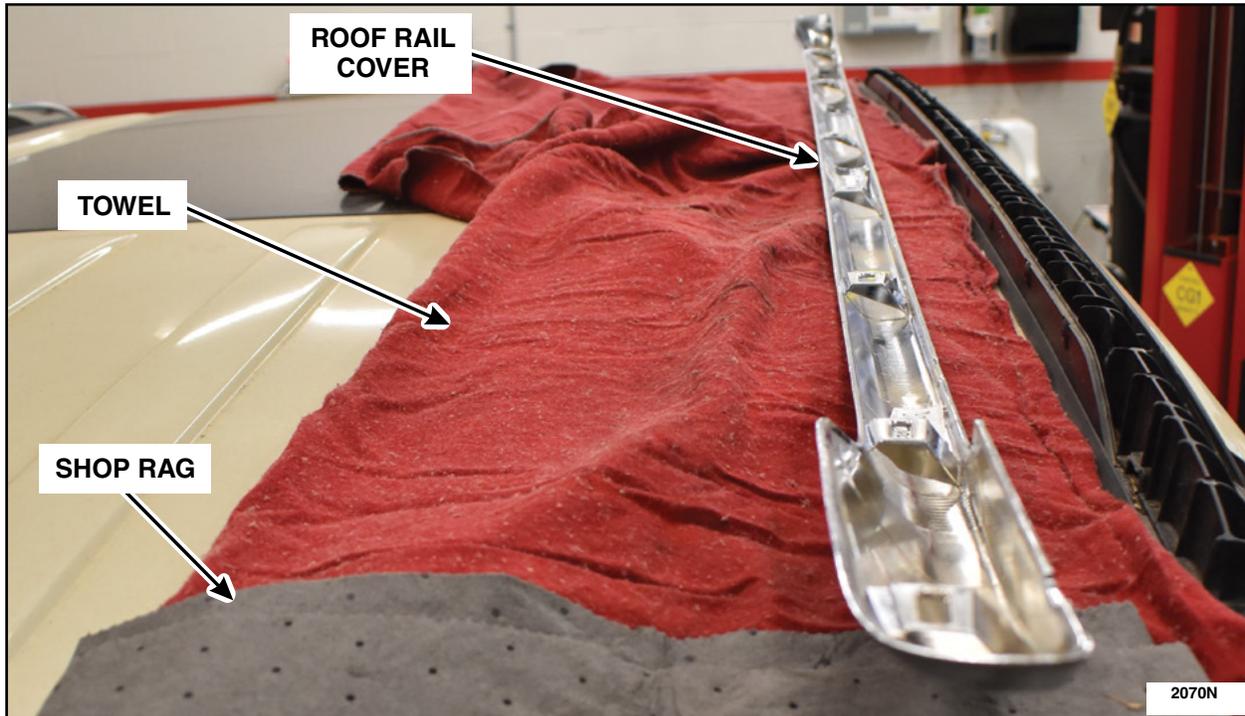


FIGURE 9

10. Place seven strips of painters tape along the vehicle. See Figure 10.



FIGURE 10



11. Cut off the tip of the adhesive mixing nozzle at the fourth mark. See Figure 11.

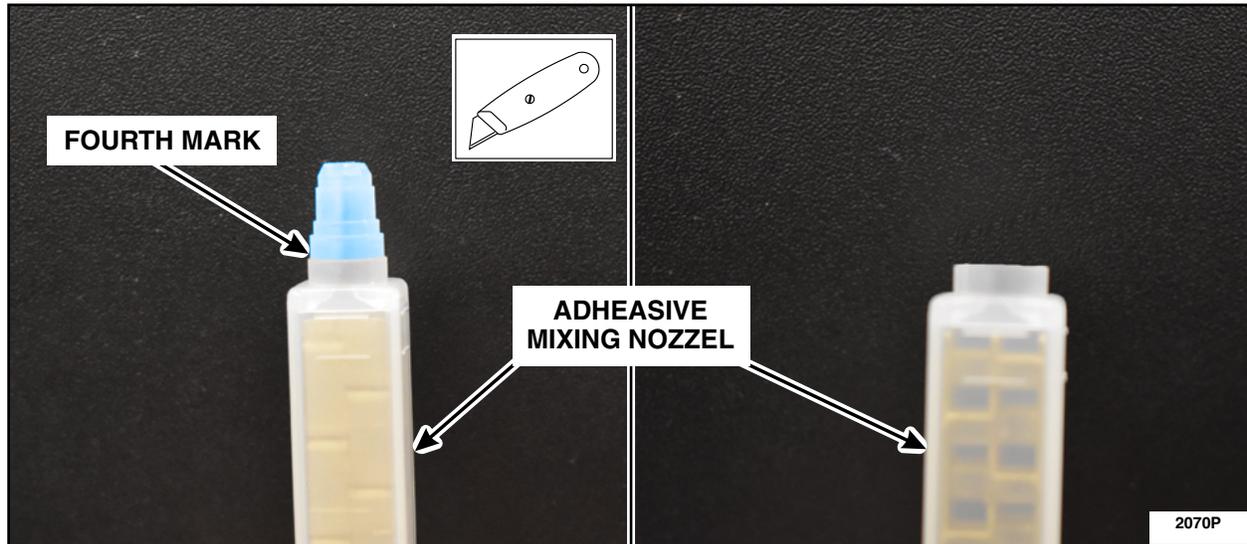


FIGURE 11

⚠ NOTE: Once you begin dispensing the adhesive, you have **one minute ten seconds** to apply the adhesive and install the roof rail cover otherwise the adhesive will set up.

⚠ NOTE: Apply epoxy and install the roof rail cover one side at a time.

NOTE: It is recommended to perform a dry run of applying the adhesive and installation of the roof rail cover. This is to ensure the roof rail cover is installed within the required amount of time.

12. Starting from the rear of the vehicle, apply the adhesive around the roof rail contact pad, around and over the retaining clip. See Figure 12.

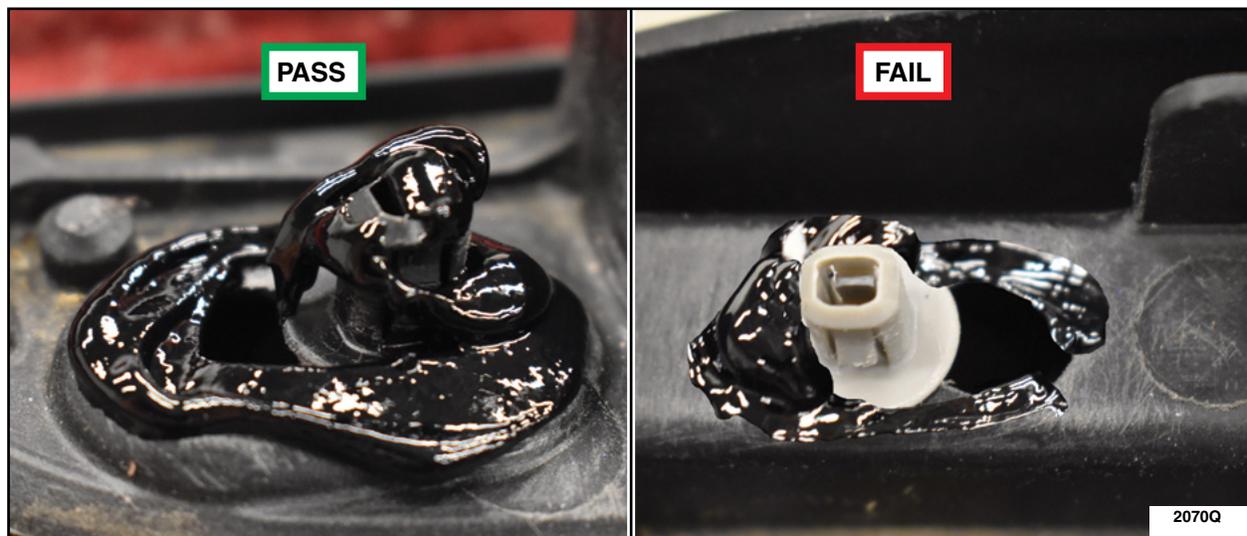


FIGURE 12



13. Install the roof rail cover starting at the front of the vehicle, slide the roof rail cover forward to engage the hook then press down to engage the clips. If warping or broken roof rail cover retaining towers were found, install the *new* roof rail cover. See Figure 13.

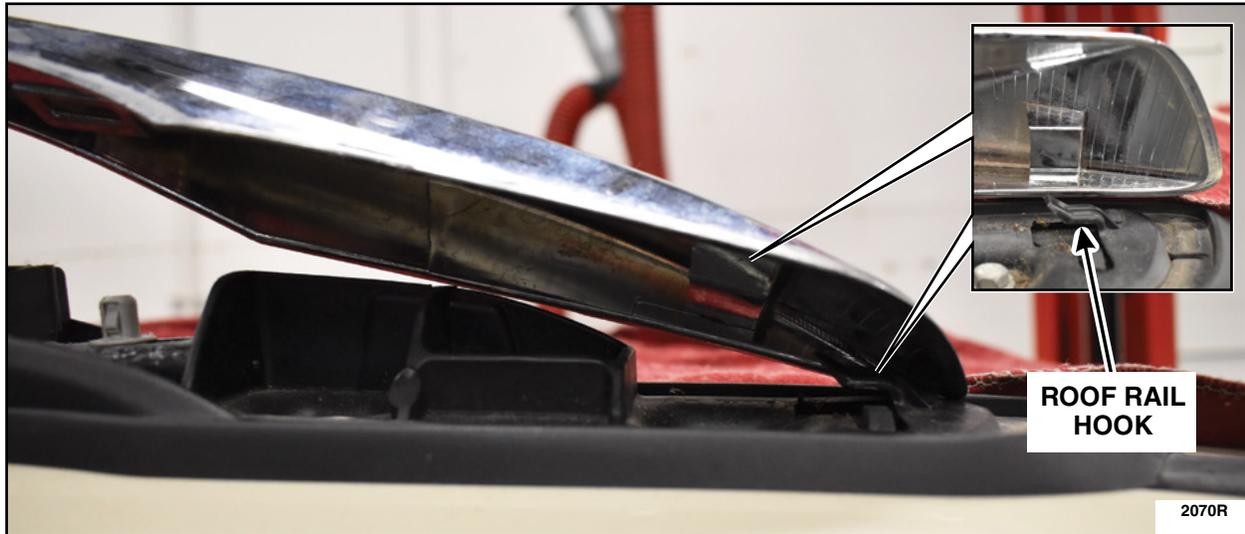


FIGURE 13

14. Apply the painters tape to the roof rail cover. See Figure 14.

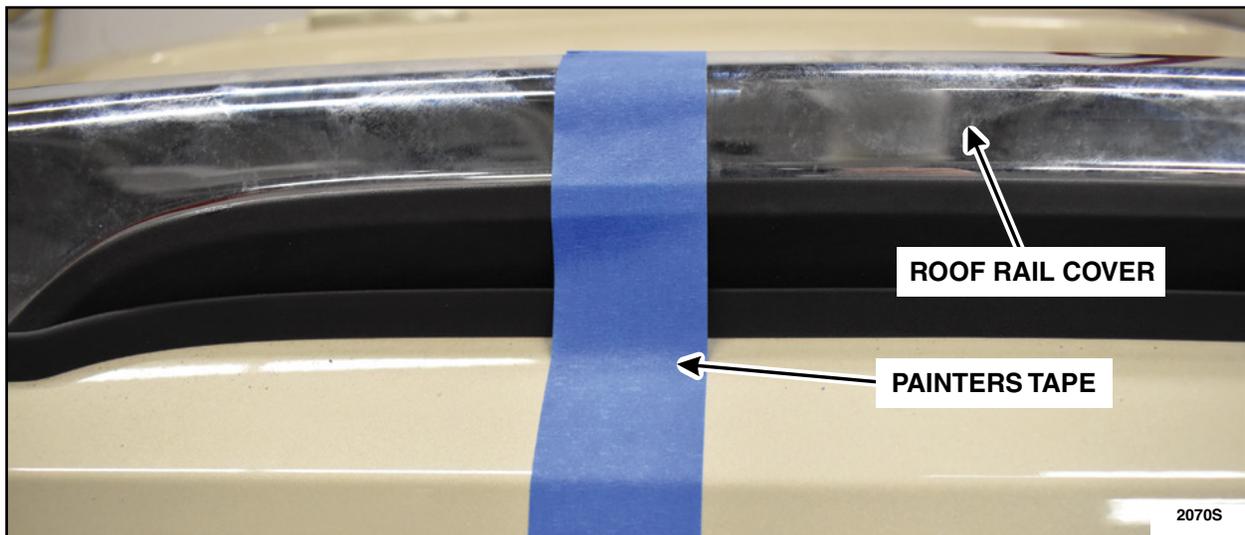


FIGURE 14

15. Allow the roof rail to cure for one hour before removing the tape and returning to the customer.

IMPORTANT NOTE: Federal law prohibits selling motor vehicle parts or components that are under safety, compliance, or emissions recall. Unless a part is requested to be returned to Ford, all parts replaced under this FSA must be scrapped in accordance with all applicable local, state and federal environmental protection and hazardous material regulations. Refer to the Parts Retention, Return, & Scrapping section of the FSA dealer bulletin for further information.





Ford Motor Company
Ford Customer Service Division
P. O. Box 1904
Dearborn, Michigan 48121

Customer Satisfaction Program 20N11

Mr. John Sample
123 Main Street
Anywhere, USA 12345

January 2021

Your Vehicle Identification Number (VIN): 12345678901234567

At Ford Motor Company, we are committed not only to building high quality, dependable products, but also to building a community of happy, satisfied customers. To demonstrate that commitment, we are providing a no-charge Customer Satisfaction Program for your vehicle with the VIN shown above.

Why are you receiving this notice?

On your vehicle, it may be possible for the roof rail covers to become loose or detach from the vehicle.

For your peace of mind, Ford Motor Company is providing a one-time repair on the roof rail covers and attaching clips for 10 years or 150,000 miles, whichever occurs first.

What is the effect?

The roof rail covers may exhibit the following conditions:

- Loose/warped (which can lead to a visible gap between the cover and roof rail base assembly)
- Squeak and rattle
- Wind noise
- Missing (potential detachment)

If your vehicle has already exceeded either time or mileage limits listed above, this extended warranty coverage will last through June 30, 2021. Coverage is automatically transferred to subsequent owners.

What will Ford and your dealer do?

If your vehicle's roof rail covers requires repair or replacement due to the symptoms listed above, and your vehicle is within the indicated time/mileage limitations, Ford Motor Company has authorized your dealer to replace damaged or missing roof rail covers and attaching clips, and secure roof rail covers with two-part epoxy free of charge (parts and labor). This is a one-time repair program. Both roof rail covers will be serviced at time of repair.

How long will it take?

If the component mentioned above requires repair or replacement, the time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time. In addition, your vehicle will require an inspection to determine if parts need to be ordered.

What should you do? You do not need to return to your dealer for this repair unless you have loose or damaged roof rail covers. Please keep this letter as a reminder of the one-time repair for your roof rail covers. If the roof rail covers requires replacement, and your vehicle is within the indicated time/mileage limitations, contact your dealer to schedule a service appointment. Provide the dealer with the VIN of your vehicle to schedule a service appointment for Customer Satisfaction Program 20N11. The VIN is printed near your name at the beginning of this letter. Your dealer will replace the part at no charge. If you do not already have a servicing dealer, you can access www.Fordowner.com for dealer addresses, maps, and driving instructions. NOTE: You can receive information about Recalls and Customer Satisfaction Programs through our FordPass App. The app can be downloaded through the App Store or Google Play. In addition, there are other features such as reserving and paying for parking in certain locations and controlling certain functions on your vehicle (lock or unlock doors, remote start) if it is equipped to allow control.

**COVID-19
(CORONAVIRUS)**

Ford dealerships have implemented enhanced protocols to ensure both your safety and the safety of dealership employees. This includes specific procedures for cleaning and disinfecting customer vehicles before and after each vehicle is serviced. In most places, vehicle service has been deemed a critical service. Please contact your local dealer to confirm current service hours. For more information on how Ford and your local dealer are working hard to keep you on the road during these challenging times, please visit owner.ford.com.

Have you previously paid for this repair?

If you paid to have this service done before the date of this letter, you may be eligible for a refund. Refunds will only be provided for service related to repair description. To verify eligibility and expedite reimbursement, give your paid original receipt to your dealer before June 30, 2021. To avoid delays, do not send receipts to Ford Motor Company.

What if you no longer own this vehicle?

If you no longer own this vehicle, and have an address for the current owner, please forward this letter to the new owner. You received this notice because our records indicate that you are the current owner.

Can we assist you further?

If you have difficulties getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance. **RETAIL OWNERS:** If you have questions or concerns, please contact our **Ford Customer Relationship Center at 1-866-436-7332** and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.Fordowner.com. For the hearing-impaired call 1-800-232-5952 (TDD). Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time). **FLEET OWNERS:** If you have questions or concerns, please contact our **Fleet Customer Information Center at 1-800-34-FLEET**, choose Option

#3, and one of our representatives will be happy to assist you. If you wish to contact us through the Internet, our address is: www.fleet.ford.com.
Representatives are available Monday through Friday: 8:00AM - 8:00PM (Eastern Time).

As part of the Ford community, we appreciate your attention to this important matter and your continued loyalty.

Ford Customer Service Division